



REQUEST FOR PROPOSAL (RFP) – BID# 7548375

ENTERPRISE INTERNET SERVICE PROVIDER & CORE WAN SERVICES

SUBMISSION DEADLINE: Tuesday, January 21, 2014 at 11:30 AM (ET)

PRE-BID CONFERENCE: **NO**
 YES _____

Mandatory: **NO**
 YES: Any vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory pre-bid conference. The representative must register at the pre-bid conference and disclose the identity of the vendor whom he/she represents. Because attendance at the pre-bid conference is mandatory, a vendor’s failure to attend and register at the pre-bid conference shall result in disqualification of the vendor’s bid proposal as non-responsive to the solicitation.

Buyer Name: GAIL WALSH
Title: CHIEF BUYER

QUESTIONS concerning this solicitation must be received by the Division of Purchases at (gail.walsh@purchasing.ri.gov) no later than (Monday, January 06, 2014, 5:00 PM (ET)). Questions should be submitted in a *Microsoft Word attachment*. Please reference the bid number (Bid #7548375) on all correspondence. Questions received, if any, will be posted on the Rhode Island Division of Purchases website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: NO

BOND REQUIRED: NO

DISK BASED BID: NO

NOTE TO VENDORS:
Vendors must register on-line at the Rhode Island Division of Purchases website at www.purchasing.ri.gov. Offers received without the completed four-page Rhode Island Vendor Information Program (RIVIP) Generated Bidder Certification Cover Form attached may result in disqualification.

THIS IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1: INTRODUCTION

The Rhode Island Department of Administration Division of Purchases, on behalf of the Division of Information Technology, is soliciting proposals from qualified firms to provide an Ethernet based WAN solution that will provide all core transport services that are currently being supported by DOIT, to be inclusive of our primary Internet1, Internet2 and other external network connectivity, in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.gov. The initial contract period will begin approximately March 1, 2014 for one year. The contract may then be renewed for up to four additional 12-month periods based on vendor performance and the availability of funds. Vendor is to provide pricing for each of the four additional 12-month periods.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.

All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.

Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.

It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov. **Please include with original proposal only.**

The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.

Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.

Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.

Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090 or Raymond.lambert@hr.ri.gov.

In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This is a requirement only of the successful vendor(s).*

The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website www.mbe.ri.gov or contact charles.newton@doa.ri.gov.

SECTION 2: BACKGROUND

Wide Area and External Networking Connectivity Services

Services being sought are for Enterprise Internet Service Provider functionality, including Internet 1, Internet 2 and some of the Division of Information Technology's Core high performance Ethernet WAN services, which shall be integrated as a single system for performance, continuity and security reasons. All existing peering that our customer base requires will be maintained and provided on-network so as to reduce Internet 1 and Internet 2 utilization as much as possible. All services are based on an aggregate bandwidth pricing model that will enable Division of Information Technology to subdivide and reallocate the total aggregate bandwidth within and external to the network on an as needed basis. All costs relevant for this service are to be **inclusive** in the bid response and in conformance to bid specifications listed herein. There shall be no additional charges for any future reconfiguration work as may be required to reallocate bandwidth both within the WAN and to external networks such as Internet1 and Internet2.

SECTION 3: SCOPE OF WORK

General Scope of Work

Vendor to provide all primary ISP and WAN networking services as presently exist for the State of RI Division of Information Technology. Availability of such network services shall be 99.999% and include business continuity/disaster recovery functionality with documentation of the same. Network is to be fully operational by March 1, 2014 with no disruption of service during cutover from the existing network to the new one. Bandwidth pricing is to be for an aggregate amount versus per circuit, with the ability to reallocate and subdivide such total bandwidth as may be required by Division of Information Technology on either a planned or on demand basis.

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.

SECTION 4: TECHNICAL PROPOSAL—PROJECT DELIVERABLES

Narrative and format: The vendor proposal shall describe in detail how their services adhere to those presently used by the Division of Information Technology as described below.

Private Ethernet WAN services

Vendor is to provide a private fiber optic mesh topology Ethernet WAN, currently with an aggregate 10G of bandwidth that can be dynamically subdivided and allocated among all existing and future end point locations, including but not limited to all three Division of Information Technology CORE node locations (the State Data Center in Warwick, the Providence CORE at 1 Capitol Hill and the Pastore Center CORE on 6 Harrington Road in Cranston), all Rhode Island public and private higher education institutions, all partnered Health Care institutions that do business with the State, and all public, municipal and state agencies. Many peering partners have existing networks directly connected to the existing WAN and do not require external connectivity through Internet 1, Internet 2 or any other such entity to access. No communications between all existing entities on this private WAN shall transverse the Internet or by external means. The use of wireless or microwave technologies within this private network is prohibited.

The network will support prioritized (as determined by the Division of Information Technology) Ethernet data, voice and video traffic. The 10G bandwidth will be allocated via Division of Information Technology VLANs using vendor VPLS (or substantively similar) technology as required to support collaborative applications between any of the existing Division of Information Technology supported agencies, institutions of higher education, law enforcement entities, other branches of government and any other community anchor institutions the Division has need to connect to. **Any future reconfiguration required to reallocate bandwidth among entities on this private WAN will be provided free of charge by the vendor within twenty four hours of the initial request.** All other existing external peered networks (such as presently exist between the hospitals and specialty external health organizations) shall be accessible to Division of Information Technology at no additional charge and shall traverse the private WAN in accordance to Division of Information Technology generated VLANs and bandwidth that is allocated (or reallocated) to support a particular application. All private peering with any external government or commercial entities shall be unmetered and not chargeable against the subscription rate. **The charge model shall be for an aggregated 10G of bandwidth, not circuit based.** A 1GE circuit should be divisible into 4 circuits at no additional cost. A 10G circuit shall be divisible into 6 circuits at no additional cost. Division of Information Technology can have multiple concurrent ISP peering sessions as long as the aggregate does not exceed the subscription rate. Any additional IP addresses as may be required in the future will be provided by vendor at no additional cost.

Redundancy, Business Continuity

To ensure business continuity the WAN shall have redundant aggregation points capable of rerouting in the event of failure of either aggregation point. In addition redundant routing and circuits shall be provided to support seamless uninterrupted operation between any Division of Information Technology CORE node location, the Rhode Island Division of Information Technology State Data Center and all other existing end point entities in the event of any circuit or campus failure at any location. All CORE node locations shall be immediately provided with two separate circuits to the WAN, each entering the building or campus from a different direction from a different vendor networking grid to ensure continued operation in the event of the failure of any portion of the vendor grid network. Vendor is to utilize VPLS technology to ensure virtual reconfiguration per Division of Information Technology requests. All end point optical wave division multiplexing equipment, fiber switch gear and optical to network conversion equipment to be supplied and maintained by vendor, and to be totally compatible with existing Division of Information Technology routers and data, voice and video applications. Each optical multiplexor port is to support up to 10G. To ensure business continuity all supplied equipment shall be redundant at sites to ensure continued operation in the event of any hardware failure. Vendor equipment handoff shall have the ability to be delivered in increments of 100M, 1G and 10G fiber or copper media and completely compatible with all existing Division of Information Technology networking end point hardware.

The vendor shall provide a secondary ISP peering session for a DR/Secondary site capable of the full subscription rate at no additional charge. The secondary site should be already in existence and must be on net. Total bandwidth shall not exceed the subscription rate.

Vendor shall provide Primary and Secondary DNS at no additional costs. The WAN will be continuously monitored at the very least from a local NOC in Rhode Island on a 24/7 basis at no additional charge to Division of Information Technology. Emergency response to any WAN component failure or other conditions as may affect performance or reliability shall be immediate and provided on a 24/7 basis. The mean time to repair any such failure shall not exceed 4 hours. All spare components including wave division multiplexors shall be stocked at the vendor's Rhode Island locations. All network utilization statistics, bandwidth measurements and associated logs will be available to the Division of Information Technology on a continuous basis. An incident response system will automatically escalate problem

notification to specified Division of Information Technology staff and will also include any incident identification of any other connected member to the private WAN. Security within the WAN will be in strict accordance to SANS 20 and ISO 27002 standards, and other requirements as defined by the Division of Information Technology.

Systems Integration and Collaboration

The successful vendor will collaborate and consult at no charge with the Division of Information Technology and other entities within the private WAN to ensure proper design, configuration and other implementation of new applications or proof of concept testing affecting all entities. In addition, vendor will assist the Division of Information Technology in the procurement and selection of any and all new or evolving Cisco equipment, software or services as may be required to develop such applications at no charge. The vendor will periodically provide training on new networking technologies to the Division of Information Technology staff and shall provide an open forum to promote new collaborative initiatives, applications and technology as may benefit Division of Information Technology and other members of the private WAN. Associated costs shall be inclusive in bid services price.

Vendor shall provide direct on-net fiber peering relationships via the Northern Crossroads (NoX) to high traffic sites such as Netflix, Akamai, Microsoft Update etc.

Vendor shall provide access to the Internet 2 Net+ Suite of Services via free Internet 2 circuits. This is to include access to services such as InCommon National Federated Identity and Authentication services, Internet 2 Public cloud services like Box.net, Amazon Web Services, Educational Tools, etc. and access to Aastra/level3 hosted PBX and SIP phone services.

Technology and Demarcation Locations

All fiber circuits are to support a minimum of 10G bandwidth high performance Ethernet service. All technology is to be currently available and operational at time of bid award. Any installation / upgrades / expansion will not require additional changes or revised Division of Information Technology premise interface equipment. At each Division of Information Technology CORE node location the vendor is responsible for all conduit, equipment racks (with PDU's), fibers, fiber optic patch panels, terminators and any other appurtenant materials and labor as required to terminate the fiber and house Vendor supplied hardware at that demarcation location. In addition the Vendor is responsible for supplying appropriately sized UPS units to support their provided equipment at each Division of Information Technology location unless a full room system is already available. All fiber and associated Vendor hardware will terminate in demarcation points defined by the Division of Information Technology for each of its CORE node locations. The demarcation location at the State Data Center in Warwick will be shared by a number of public institutions on this connected WAN transport network, and all cross agency connections must be coordinated and negotiated by the vendor in the form of a MOU or other appropriate legal document with State of Rhode Island Department of Administration Division of Information Technology Senior management and management at that facility. Such agreement will contain provisions that will permit the installation of multiple public agencies networking and systems equipment as may be required at that site, and also have provisions for power, adequate cooling and other environmental conditions required for the successful operation of this equipment. **Vendor is responsible for any costs associated with the uninterrupted continuation of this cross agency WAN transport environment and an integrated end to end redundant virtual connection of up to 10G between the Division of Information Technology and all connected public agencies over the private WAN.**

The demarcation point for all fiber and vendor supplied termination equipment (such as wave division multiplexors, switches etc.) at the Division of Information Technology's Warwick Datacenter shall be in the Data Center in Room 150. As noted, different fiber paths are required to enter the Warwick campus from different directions to ensure redundancy in the event of any grid failure within the external vendor network. Demarcation points for Division of Information Technology's Providence Datacenter to be in the existing basement server room, also with diverse entrances into the building. The demarcation point for Division of Information Technology's Pastore Campus Datacenter shall be in the basement MDF at Simpson Hall, which also houses the Division of Information Technology's primary phone system. This demarcation must also have full capabilities for dual entrances to the building from the vendor's grid. Vendor must negotiate MOU's with all end point locations currently connected to Division of Information Technology's ISP / WAN Transport network.

Performance requirements

All vendors to provide Service Level Agreement (SLA) that documents the performance and reliability of their hardware/fiber optic integrated WAN. The SLA is to indicate as a minimum guaranteed latency, packet loss, throughput related specifications and availability as defined as the total time the service is available over a 365-day period. Service is considered unavailable when the bit error ratio is worse than 1×10^{-3} for ten consecutive seconds. All hours of operation and guaranteed response times are to be included also. Vendor is to include in price any appurtenant permits, fees, rights of way or other construction costs including any occupancy or access charges as may be incurred by vendor. This bid is for Enterprise ISP and Core WAN transport service only and is **not** a Division of Information Technology construction project.

Internet 1, Internet 2 (non-commercial) NOX and NEREN Networking Connectivity

In order to support our partner agencies and co-located tenants at the State Datacenter, the private Ethernet WAN is to have direct connectivity from the private WAN via configurable virtual technology to the national commodity Internet 1 network, the research (non-commercial) Internet 2 network and the regional NEREN network. The network shall be designed to automatically route traffic based on most cost effective efficient routes.

Internet 1 bandwidth currently needs to be an aggregate continuous 250M bandwidth with automatic 50% burst capability as required by demand to 375M. There shall be no charge or time limitation for burst utilization and such utilization will continue to be at least 50% of Internet 1 bandwidth if such bandwidth were to increase in the future. The total bandwidth will be an aggregate of 250M capable of being dynamically subdivided and reallocated in any amount as required to any combination of the Division of Information Technology's CORE node locations which terminate Internet traffic. It is required that any changes to such subdivision of aggregate Internet 1 resources be capable of being reconfigured within 2 hours. The Vendor is to provide, coordinate, obtain and install all required BGP routing and AS designations within the network as required for any redistribution of bandwidth availability. **Vendor shall be responsible for any costs associated with future reconfiguration as may be required by the vendor to enable this functionality.** Internet1 availability must be 100% with the automatic redirection of services to any Division of Information Technology's CORE node locations which terminate Internet traffic in the event of site unavailability at any of these locations. To ensure continuous operation with no disruption to all business operations at the Division of Information Technology, the private WAN and all external connectivity to Internet1 and 2, the NOX and NEREN must be fully functional by March 1, 2014.

The Internet 2 bandwidth is to be an aggregate 1GB that is capable of being subdivided and reallocated to the same three locations as Internet 1 under the same conditions. The Internet 2 network will also serve as a backup network to other Internet 1 nodes in the event of a local or regional failure of the Internet 1 network. The vendor shall be a qualified member of Internet 2 and be approved to provide direct access to the Internet 2 network from the Division of Information Technology's private WAN. In addition the vendor shall provide all SEGP and Net+ services offered by Internet 2 to all qualifying research institution and regional consortiums. The Vendor must provide access to all Internet 2 advanced layer 3 services.

The vendor must provide seamless 1GB connectivity directly from the private WAN to the regional NEREN network. In addition the vendor must directly peer with the NOX in Boston and be eligible to collaborate with such organization for all available services and other peering networks that the NOX is presently connected to.

Single Point of Administration of Internet1 (Commercial) and Internet 2 networks

Internet access must support Internet1 (Commercial) and Internet2 over the same transport to avoid duplication of services. Internet access must ensure routing that is engineered to prefer Internet2 routes (highest bandwidth, lowest cost) over commodity Internet routes. There must be a singular management environment for configuration, change management and reporting. Routing tables must be high performance/optimized. There must be peering with multiple Internet1 commercial providers (in addition to vendor) for performance and redundancy.

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.

SECTION 5: PROJECT MIGRATION PLAN:

Vendor to provide detailed description plan to migrate from existing network services to replacement. We understand that a more specifically detailed plan would not be developed until a discovery and assessment phase is conducted, but in general this plan should include the following as a minimum:

- Provide a detailed description of your installation policies and procedures.
- Provide a detailed time line for your installation of the solution and deadlines for each task sought under this RFP.
- Present your test plans and timelines for the solution sought under this RFP to the evaluation team.
- Present your User Acceptance Test Procedures for the Division of Information Technology approval/sign-off. Division of Information Technology will not be bound by any contract arising out of this RFP, nor have any obligations under any such contract, until such time as it signs off on the agreed upon acceptance test.
- Describe your cut-over procedures. For instance, might these be scheduled for the night-time, or during a period of lowest Division of Information Technology activity? Costs for non-standard business hours cut-over must be included in bid price.
- Describe and attach your disaster recovery plans with diagrams depicting data flow and needed equipment.
- Describe your procedures for "hot swap outs" of failed equipment.
- The integrated private WAN, Internet 1, Internet 2, NOX and NEREN network is to be fully functional by March 1, 2014.

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.

SECTION 6: COST PROPOSAL

Detailed Cost and Cost Narrative:

Total price to include all of the following services (vendor shall provide one total project cost):

- 10G aggregate dynamically allocated bandwidth within the private WAN as described (individual fixed circuit based costs per location are not acceptable)
- 250M aggregate dynamically allocated I1 bandwidth burstable to 375M as described (individual fixed Internet charges for each location are not acceptable)
- 1G aggregate dynamically allocated I2 bandwidth as described
- 1G bandwidth allocation on regional NEREN network
- Direct peering with NOX network in Boston
- Any costs associated with future reconfiguration or other related charges as may be required by the Division of Information Technology to reallocate and subdivide either its internal or external bandwidth shall be included in the vendors total price.
- There shall be no MOU or related contractual charges as may be required for the Division of Information Technology to have direct connectivity with other organizations on the network.
- There shall be no connection charges for any future on-net services such as Akami, NetFlix etc.
- There shall be no increase in Division of Information Technology rates in the eventuality of any future infrastructure upgrade by vendor.
- All existing functionality to other entities and their peering collaborations are to be maintained.
- Network must conform to all requirements with no exceptions.
- Award to be for one year, from March 1, 2014 to February 28, 2015 with the option to renew for four (4) additional one year terms.
- Vendor to provide costs for each of the four additional 12-month periods.
- In submitting a response to this RFP, vendors shall provide for "Favored Customer Status" for the Division of Information Technology. This clause requires that any time Vendor lowers or provides lower prices for such similar services as may be contracted for under this RFP; Vendor will offer such lower prices immediately to the Division of Information Technology in the form of lower Fees. Additionally, as new technologies evolve during the term of this contract arising out of this RFP, vendor will make such technology available (at the Division of Information Technology's option) to Division of Information Technology at no additional cost.
- Vendor to bill for services incrementally throughout each 12-month period (i.e., quarterly, monthly or other mutually agreed upon term).

SECTION 7: QUALIFICATIONS, PAST PERFORMANCE

Provide list with contact information for three (3) federal, state or municipal government customers with service similar to that which Division of Information Technology is seeking in this RFP and how long service has been in place.

Vendor is to provide Service level Agreement, MTBF information and a description of 5 largest network failures for the preceding year. If statistics are used to demonstrate network availability/reliability, describe

how the statistics are calculated and on what basis they are calculated; i.e. local average, national average etc. Vendor shall provide list of other ISP's used to accommodate redundancy, in the event of unavailability of their I1 network. Vendor is to document 99.999% reliability and availability for the network 24/7. The services sought under this RFP directly impact the ongoing and future ability of the Division of Information Technology to successfully carry on the daily function of State Government business. Services interruptions will have material, negative, adverse, and long term consequences (including cost) for the Division of Information Technology and State of Rhode Island in general.

SECTION 8: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from the DOIT Enterprise Operations Group and participating state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The Division of Information Technology reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Technical Proposal--Project Deliverables	30 Points
Project Migration Plan	20 Points
Qualifications, Past Performances	20 Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low vendor will receive one hundred percent (100%) of the available points for cost. All other vendors will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low vendor (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\text{\$65,000} / \text{\$100,000} * 30 = 19.5$$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

SECTION 9: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at gail.walsh@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7548375** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 222-3766 or lynda.moore@doit.ri.gov.

Offerors are encouraged to submit written questions to the Division of Purchases. No other contact with State parties will be permitted. Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (an original plus six (6) copies) should be mailed or hand-delivered in a sealed envelope marked "**RFP# 7548375 Enterprise Internet Service Provider & Core Wan Services**" to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses shall include the following:

A completed and signed four-page R.I.V.I.P generated vendor certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.

A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov. **Please include with original proposal only.**

A separate Technical Proposal describing the adherence to project deliverables, a project migration plan and qualifications as described earlier in this solicitation.

A **separate, signed and sealed** Cost Proposal inclusive of all costs to meet the requirements of this project.

In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CD-Rom, disc, or flash drive). Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP.

The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>